

## **LAW OFFICE COMPLAINTS SETTLEMENT SCHEME (January 2015)**

### **Article 1 – Company Complaints Settlement Scheme**

MHJ Legal aims at providing high-quality services. In the unlikely event that you are dissatisfied with the work a lawyer performed on MHJ Legal's behalf, or with an invoice MHJ Legal sent to you, we ask you to inform us of your complaint. In accordance with the procedure laid down in the Law Office Complaints Settlement Scheme below, we will take up your complaint and will seek to solve your complaint within a reasonable period of time.

### **Article 2 – Definitions**

In this Law Office Complaints Settlement Scheme the following definitions are used:

- *Lawyer*: the lawyer employed at the Law Office or the person who works under the responsibility of the lawyer in question;
- *Client*: the recipient, whether represented or not, of the services of the Law Office;
- *Law Office*: MHJ Legal B.V.;
- *Complaint*: any written expression of discomfort by or on behalf of the Client about the formation and/or the performance of an engagement, the quality of the provision of services and/or the amount of the invoice sent to the Client;
- *Complaints Officer*: the person appointed by the Law Office in charge of handling the Complaint.

### **Article 3 – Filing a Complaint**

1. The Client files the Complaint within a period of three months after the moment when the Client has become aware of – or has in reasonableness been able to become aware of – the acts or omissions of the Lawyer giving rise to the Complaint. If a Complaint is filed after the expiry of the aforementioned three-month period, the Complaints Officer may decide not to take up the Complaint.
2. The Complaints Officer will inform the Client as soon as possible after receipt of the Complaint in writing as to whether or not the Complaint will be taken up. The Client also receives the contact details of the Complaints Officer and information about the next steps of the procedure in accordance with the Law Office Complaints Settlement Scheme.

### **Article 4 – Handling of a Complaint**

1. The Client has the opportunity to provide (more detailed) information about the Complaint and the aim is to reach a settlement in good mutual understanding between the Law Office and the Client.
2. The Complaints Officer informs the Client about the handling of the Complaint and keeps a record of it.
3. The Complaints Officer will seek to solve a Complaint to the satisfaction of the Client within four weeks after receipt of a complete Complaint. If the settlement of the Complaint within four weeks turns out not to be possible, the Complaints Officer informs the Client in writing of the delay, as well as of the period within which a decision will be given about the merits of the Complaint.
4. The Complaints Officer informs the Client in writing of the decision on the Complaint, possibly with recommendations.
5. If a Complaint has not been solved to the satisfaction of the Client, the Client may submit the Complaint to the competent court in Rotterdam.

### **Article – 5 Confidentiality and costs of the handling**

1. The Complaints Officer and the Law Office handle a Complaint with the greatest possible care and confidentiality.
2. The Client does not have to pay a fee to MHJ Legal for the costs of the handling of the Complaint in accordance with this Law Office Complaints Settlement Scheme. Each party bears its own costs.